

DOCKET NO.: 119645-00103.118
Application No.: 09/690,566
Office Action Dated: December 10, 2007

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Michael P. Lilly, *et al.* **Confirmation No.:** 1577
Application No.: 09/690,566 **Group Art Unit:** 3623
Filing Date: October 17, 2000 **Examiner:** Van Doren, Beth
For: System and Method for Determining and Reducing Customer Service Impact

MAIL STOP AMENDMENT
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

<p style="text-align: center;">Electronic Filing</p> <p>I hereby certify that this paper (along with any referenced attachments) is being transmitted via the USPTO electronic filing system in accordance with 37 CFR § 1.6(a)(4).</p> <p>Dated: April 10, 2008</p> <p>Signature: <u>Kristin M. Lawson</u> Kristin M. Lawson</p>
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REPLY PURSUANT TO 37 CFR § 1.111

In response to the Official Action dated December 10, 2007, reconsideration is respectfully requested in view of the amendments and/or remarks as indicated below:

- ☐ **Amendments to the Specification** begin on page ___ of this paper.
- ☒ **Amendments to the Claims** are reflected in the listing of the claims which begins on page 2 of this paper.
- ☐ **Amendments to the Drawings** begin on page _____ of this paper and include an attached replacement sheet.
- ☒ **Remarks** begin on page 15 of this paper.